

**FEDERAL AVIATION ADMINISTRATION
GENERAL MAINTENANCE MANUAL**

CHAPTER III. MAINTENANCE/INSPECTION PROCEDURES**17. CONTRACTURAL ARRANGEMENTS AND MONITORING****A. PURPOSE**

This section assigns the responsibility and provides procedures for the technical evaluation and monitoring of contract organizations that perform maintenance, inspection, repair or alteration of AVN aircraft, equipment and components.

B. RESPONSIBILITY AND DEFINITIONS

- (1) Quality Assurance has the responsibility to ensure that:
 - (a) Any person contracted to perform maintenance, inspection (to include required inspection), repair, or alteration to AVN aircraft or equipment is qualified, trained, certificated, and authorized to perform the work requested.
 - (b) Any person contracted to perform maintenance, inspection, repair, or alteration to AVN aircraft or equipment has adequate facilities and equipment to perform the work requested.
- (2) Definitions of the required functions and references involved in contractual arrangements and monitoring are as follows:
 - (a) Technical Specifications. Quality Control reviews all technical specifications relating to procurement of materials or services to be utilized in the operation and maintenance of AVN aircraft prior to their use in solicitations and contracts.
 - (b) Facility Capability Review. Quality Control accomplishes the technical portion of contract Pre-Award Surveys relating to procurement of aircraft maintenance services, aircraft parts and/or materials when requested by the contracting officer or in those cases deemed necessary. This review will ensure those contracted services or products meet the regulatory and program requirements of AVN.

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- (c) Contract Monitoring/Audit. Quality Control or designee will accomplish appropriate review of contract service providers to accurately determine contractor performance and ensure compliance with contract specifications, the General Maintenance Manual (GMM), and the applicable Federal Aviation Regulation (FAR).
- (d) Contractor. Any person with whom AVN has made an arrangement (informal/oral or formal/written), for the performance of any maintenance, inspection, repair, or alteration involving AVN aircraft and/or equipment.

C. CONTRACTED SERVICES AND RELATED REQUIREMENTS

The requirements for contract monitoring or audit will vary depending on the specific service requested and specified by AVN. The service or work provided through an AVN contractual arrangement and its associated requirements for monitoring or audit, may be categorized and described as follows:

- (1) Substantial Maintenance Contract. Any activity involving C-check or greater maintenance check; any engine maintenance requiring case separation or tear down; and/or major alteration or major repairs on airframes, engines, or propellers.
 - (a) Any substantial maintenance service accomplished through a contractual arrangement will require onsite evaluation. The contractor must have the capability, organizational structure, competent and trained personnel, relevant technical data, and adequate facilities and equipment to do the work in accordance with AVN requirements.
 - (b) Follow-up and ongoing audit of those contractors providing substantial maintenance services are required annually and are accomplished in accordance with the audit system requirements of the AVN Continuing Analysis and Surveillance Program (CASP). Procedures and information relating to these audits are provided in chapter/section III.70.
 - (c) AVN aircraft fuel service performed by contractor, when accomplished at AVN maintenance bases on an ongoing basis, will be considered a substantial maintenance contractor and audited annually. Information regarding scope and detail of a fuel service contract is provided in Paragraph E of this section.

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- (2) Formal Maintenance Contract. Performance of maintenance, preventive maintenance, or alteration of AVN aircraft or equipment as specified through contract arrangement and accomplished on an ongoing basis.
- (a) Instructions and requirements identifying the specific work or task to be accomplished are normally provided through a formal contract. Instructions may also be provided through an AVN issued Purchase Order/Request, Work Order, or other documentation provided by a properly authorized AVN representative

NOTE: One time authorizations for performance of unscheduled emergency maintenance is accomplished in accordance with the procedures for Emergency Maintenance, chapter/section III.27. Follow-up monitoring or audit is not required for those contractors performing onetime emergency maintenance.

- (3) Subcontracted Aircraft Parts Provider Services. This type of formal contract service is applicable to contracts with organizations supplying aircraft parts and/or components for use on AVN aircraft. The aircraft parts/components are obtained by the primary contract provider from a subcontract vendor (normally the aircraft manufacturer or prime supplier) and then supplied to AVN in accordance with established contract requirements. AVN utilizes two major contracts of this type through contracts with the Raytheon Aircraft Parts Inventory and Distribution Company (RAPID), and Certified Spare Parts System (CSPS).
- (a) Instructions and requirements, as specified by AVN, are provided, through the formal FAA contract process, to ensure all parts/components obtained for AVN's use meet the requirements of the GMM and applicable FAR.
- (b) Additional information regarding acquisition of aircraft parts and material and the receiving inspection requirements for incoming parts is provided in chapter/section III.40 and III.41.
- (c) The requirement for ongoing monitoring/audit of the Subcontracted Parts contract service is applicable only to the Primary contract provider (RAPID or CSPS). Audit information is provided in Paragraph E of this section.

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D. FORMAL CONTRACT PRE-QUALIFICATION

Prior to contract award and use of a contractor for the first time, AVN must accomplish an onsite audit of the proposed contractor to determine their capability and the adequacy of their organization to accomplish the work requested. Any alternate means used to pre-qualify formal contractors must be coordinated and approved by the PMI/PAI. The following information will be reviewed by Quality Assurance prior to contract award:

(1) Technical Specifications.

- (a) Quality Control will evaluate technical specifications and determine that the task contracted will be accomplished in accordance with applicable FAR and pertinent Technical Issuance manufacturers' specifications.
- (b) Listed below are the basic guidelines for evaluation of the specifications.
 - 1 Ensure that all work accomplished and documentation is in accordance with the GMM.
 - 2 Review for the inclusion of any special technical requirements as specified by the AVN maintenance program.
 - 3 Review overhaul procedures to ensure specifications and technical data used meet all requirements of AVN maintenance programs and FAR.
 - 4 Ensure assignment of responsibilities of the prime contractor, and use of any subcontractor services, if applicable.
 - 5 Review the test procedures to ascertain they are adequate to produce an acceptable unit in accordance with applicable technical data.
 - 6 Ensure proper identification of the parts and materials used in conjunction with the repair/overhaul process to ensure conformity with applicable technical specifications.

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- 7 Ensure that technical publications, which are used in part or total, are applicable, current, and appropriate for the work to be accomplished.
- (c) Upon completion of contract specification reviews by the Quality Control Specialist, a written report will be provided by Quality Assurance to the Contracting Officer.
- (2) Facility Capability Review.
- (a) Quality Control personnel will be responsible for determining the technical capabilities of selected contractors to perform proposed work.
- (b) After the assigned Contractor Officer has reviewed all offers and determined the competitive range, Quality Control will be queried concerning the need for a facility capability review(s).
- (c) The Office of Acquisition Contracting Officer will be advised by Quality Control of their representatives' name(s), if technical evaluation is required. The Contracting Officer will coordinate on the proposed schedule and offerors to be inspected. A team composed of the Contracting Officer/other specialist and Quality Control representative(s) may be formed for the accomplishment of the contract Pre-Award Survey(s).
- (d) Prior to contract award, a full Contract Pre-Award Survey, performed as a team with Contracting Officer in charge and the Quality Control representative responsible only for the technical capabilities, may be conducted to determine an offeror's technical and business capabilities.
- (e) During the review, Quality Control will determine the technical capabilities of the contractor as follows:
- 1 The facility is equipped with adequate tools and equipment, to include test equipment, necessary to fulfill contract requirements.
 - 2 The contractor is qualified and has adequate staffing to fulfill contract requirements.
 - 3 The contractor has adequate organization to perform the work or service requested.

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- 4 The contractor is properly certificated and rated to perform the requirements of the contract.
 - 5 The contractor has designated personnel that are properly trained and require authorization to perform required inspections (if applicable to the work that is to be performed). Required Inspection requirements are defined and procedures provided in chapter/section III.29.
 - 6 The contractor has an approved drug testing program.
- (f) At the conclusion of the facility capability review, the Quality Control representative will provide the contractor with documentation indicating the results of the review. If further training is required or any item is unsatisfactory, the report will indicate such.
 - (g) Documentation will be in letter form detailing the satisfactory or unsatisfactory results of the review with a copy provided to the Contracting Officer and a copy filed in Quality Assurance. If an unsatisfactory evaluation is found, the reasons for the unsatisfactory finding must be detailed.
 - (h) After contract award and prior to work being performed, Quality Assurance will insure that the contractor is trained in the applicable portions of the GMM and on any new equipment involved in the contract. Present the contractor with appropriate portions of the GMM.

E. FOLLOW-ON CONTRACT MONITORING/AUDIT

- (1) Quality Control will accomplish follow-on audit of formal contract service providers on an as needed basis or at any time of special request by the Contracting Officer. The need and frequency of the follow-on audit of formal contract service providers will be determined by Quality Control.
 - (a) Prior to audit, the Administrative Contracting Officer will furnish Quality Control with copies of the contract, purchase orders and specifications with request for delegation of Contracting Officer Representative duties. The Contracting Officer's representative will become familiar with the specifications, delegated authority/limitations, and procedures to accomplish the audit efficiently and effectively.

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- (b) In addition to those requests made by the contracting officer for contractor audit, Quality Control will determine the need for audit based on the following information:
 - 1 AVN level of confidence in the contract service provider and their work.
 - 2 Quality and complexity of contracting item and its reliability.
 - 3 Fulfillment of contract technical specifications and quality of records and certification produced.
 - 4 Amendments to the contract made through the contracting officer that may effect changes in procedures, techniques or improvements to the end product; also, amendments to the contract that may cause the change or addition of facilities.
 - 5 Follow-on audit will be documented in accordance with the requirements of Facility Capability Review (reference paragraph D(2) of this section).
- (2) The on-site audit by the Quality Control representative will involve the following:
 - (a) Monitoring the facility's quality control inspection procedures.
 - (b) Observing the manufacturing and in-process assembly.
 - (c) Reviewing technical data, the in-process procedures and final acceptance checks of contracted items to determine quality of product.
 - (d) Inspecting subcontracted items for compliance for contract specifications.

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- (e) Inspecting components and units for adequacy of preservation, packaging and packing for storage and shipment as set forth in the contract.
- (f) Discussing procedures, maintenance techniques and promoting coordination with contractor and quality control.
- (g) Reporting noncompliance of FAR to the Manager, Quality Assurance.
- (h) Notifying the contracting officer when interpretation of the contract is required or changes appear necessary.
- (i) Other requirements as specified in the letter of designation as contracting officer's representative.
- (j) Verify proper transfer of all maintenance documents or reports between contractor and Aircraft Maintenance and Engineering.
- (k) Ensure work accomplished is performed by the specified contractor and that the work was done in accordance with AVN GMM, TI 4100.24.
- (l) Upon return from contractor's facility, a narrative report will be prepared. Copies of the report will be distributed by Quality Assurance and AMQ-300 for information or action. All reports will be maintained on file in Quality Control.

F. FUEL CONTRACTOR AUDIT

Fuel services accomplished by contractor on an ongoing basis at AVN maintenance base locations will require follow-on audit by Quality Control on an annual basis. The audit will be accomplished and documented in accordance with procedures provided by Paragraph E of this section. The following information will be used to audit fuel service contractors:

- (a) Availability of applicable portions of the GMM.
- (b) Compliance with the applicable Aircraft Flight Manual (AFM) or Company Flight Manual (CFM).
- (c) Contractor training requirements.

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- (d) Inspection of fire extinguishers, pressures, seals, recharge date.
- (e) Inspection of grounding clips, wires and bonds.
- (f) Inspection of emergency shutdown system for proper functioning.
- (g) Verification that Millipore checks are being performed.
- (h) Inspection of fueling hoses and nozzles for condition.
- (i) Verification that filters/separators are changed as required.
- (j) Inspection of fueling vehicle's exhaust system for leakage and proper spark arrester.
- (k) Inspection of fueling vehicle for general condition.
- (l) Inspection of all valves and handles for proper operation.
- (m) Check fuel markings.

Document surveillance inspection on a Fuel Service Surveillance Checklist, VN Form 4100-24 and, if discrepancies exist, provide the contractor with a written report.

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CHAPTER III
SECTIONS 18 thru 20
RESERVED

III.18.1